



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

DENTON et al.

Serial No.: 09/235,065

Filed: January 21, 1999

Atty. File No. 4366-27

For: "CALL CENTER TELEPHONE AND
DATA FLOW CONNECTION
SYSTEM"

Mail Stop Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of June 17, 2004 (Paper No. 22). Enclosed herewith is a petition for a one-month extension of time, thereby extending the time period for response from September 17, 2004 to October 17, 2004. Please charge Deposit Account No. 50-1602 in the amount of \$110.00 as the fee for such extension. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.

) Group Art Unit: 2642

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) Examiner: Knowlin, Thjuan P.

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AMENDMENT AND RESPONSE

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"EXPRESS MAIL" MAILING LABEL NUMBER: EV539129801US
DATE OF DEPOSIT: 9/23/04

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I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX
1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: 